

# ADMINISTRATIVE ASSISTANT II

**GRADE: 15**

**FLSA: NON-EXEMPT**

## **CHARACTERISTICS OF CLASS:**

The Administrative Assistant II performs difficult skilled clerical and intermediate administrative work to assist the assigned department head. The work requires a proactive approach with outside and inside contacts to carry out departmental programs or to explain specialized matters with occasional contacts with higher level officials. There are light physical demands, and the working conditions are somewhat stressful from meeting deadlines and the demands of the department. The incumbent's increased administrative work is directed subject to general policy direction, practices and procedures with general supervisory review by the department Director. The incumbent participates with others in program development, service delivery and is responsible for supervision and coordination of activities of other secretarial/clerical support staff.

## **EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## **EXAMPLES OF DUTIES:**

- Coordinates various departmental activities between the department head and various divisions of the department.
- Coordinates various City activities between the department Director and directors of other departments.

- Sets up and ensures maintenance of specialized files/record keeping systems and databases.
- Performs advanced clerical duties utilizing word processing, spreadsheets, Powerpoint, and Microsoft data bases.
- Makes arrangements for local and out-of-town travel for seminars and conferences.
- Screens incoming calls, correspondence and visitors answering questions and/or routing them as appropriate.
- Prepares text, and conducts file searches.
- Performs a variety of research activities including Internet searches with minimal supervision.
- Ensures confidentiality of records and correspondence.
- Drafts and prepares letters, memorandums and reports.
- Performs a variety of administrative support functions such as planning agendas, gathering materials, taking minutes for various boards and commissions.
- May have responsibility for preparing an administrative division budget.
- Coordinates the preparation of the department's annual budget.
- Serves as a staff liaison with City employees, other agencies, private groups and community organizations utilizing a proactive approach.
- Receives, investigates and, if possible, resolves complaints and inquiries from employees and the general public.
- Supervises lower level clerical employees including interviewing, selection, and completion of performance appraisals.
- Establishes work priorities and office procedures and coordinates efforts to ensure workflow throughout the department and to meet deadlines.
- Participates in grant preparation, research, surveys, report writing and various other administrative duties as necessary.
- May participate with others or take the lead in coordination of special projects.
- Performs related duties as required.

### **QUALIFICATIONS:**

#### **Required Training and Experience:**

Any combination of training and experience equivalent to graduation from high school and five years progressively responsible experience in office administration including advanced skill in the use of office equipment, computer software including Microsoft Office and E-Mail systems. Some supervisory experience preferred.

#### **Preferred Knowledge, Skills and Abilities:**

- Knowledge of, or ability to rapidly acquire knowledge of City government procedures, and of the relationships between various City departments.
- Knowledge of methods, principles and techniques associated with research, data collection and report preparation.

- Knowledge of or ability to rapidly acquire knowledge of the City's budget preparation process.
- Ability to establish and maintain effective working relationships with representatives of various government and private organizations, employees and the general public.
- Ability to communicate effectively both orally and in writing.